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9-22-03

Docket No. RSW920000026US1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

RECEIVED

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AUG 14 2003
Technology Center 2100

APPLICATION NO. 09/592,387

FILED: June 12, 2000

Examiner: T. Chuong

CASE NO. RSW920000026US1

Group Art Unit: 2174

TITLE: USER ASSISTANCE SYSTEM

CERTIFICATE OF MAILING

I hereby certify that this correspondence, along with any paper indicated as being enclosed, are being deposited with the United States Postal Service as first-class mail, postage prepaid, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on August 8, 2003.

August 8, 2003
Date

Lynn M. White
Lynn M. White

Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450

**REPLY AND AMENDMENT UNDER 37 C.F.R. §1.111
TO EXAMINER'S ACTION MAILED APRIL 11, 2003**

Sir:

This is in response to the Office Action mailed April 11, 2003, having a period for response set to expire on July 11, 2003. A Petition for a one-month Extension of Time is submitted herewith, thereby extending the date for response to August 11, 2003. The following amendments and remarks are respectfully submitted.

Amendments to the claims begin on page 2 of this paper. Remarks begin on page 7 of this paper.